

**DUTY STATEMENT****SHADED AREA FOR HUMAN RESOURCES ONLY**

**INSTRUCTIONS:** Refer to the Payroll and Personnel Procedures Manual (PPPM) for Duty Statement Instructions.

**RPA-XXX-TAH  
FY 14/15**

**EFFECTIVE DATE:**

1. <b>DGS OFFICE OR CLIENT AGENCY</b> California Tahoe Conservancy	POSITION NUMBER (Agency - Unit - Class - Serial)
2. <b>UNIT NAME</b> Information Technology	3. <b>CLASS TITLE</b> Senior Information Systems Analyst (Specialist)
4. <b>WORKING HOURS/SCHEDULE TO BE WORKED</b> 8:00 a.m. to 5:00 p.m.	5. <b>SPECIFIC LOCATION ASSIGNED TO</b> South Lake Tahoe
6. <b>PROPOSED INCUMBENT (If known)</b>	7. <b>CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)</b> 357-001-1337-002

YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE CONSERVANCY TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.

8. **BRIEFLY (1 - 3 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS**

The California Tahoe Conservancy's (Conservancy) mission is to preserve, protect, restore, enhance and sustain the unique and significant natural resources and the recreational opportunities of the Lake Tahoe Basin. Under the direction of the Administrative Chief, provides leadership for the Conservancy's Information Technology (IT) Unit, acts as project leader on the most complex IT systems, and independently performs the most complex studies and activities on IT systems and/or teleprocessing networks/systems

9. Percentage of time performing duties

10. Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. *(Use additional sheet if necessary)*

30%	<p><b>ESSENTIAL FUNCTIONS</b></p> <p>This position serves as the liaison with executive staff and management by coordinating and communicating information technology needs, issues and projects for the Conservancy, develops problem solutions using industry standard information technology methods, develops information processing and data access standards and procedures, and acts as the lead-person over technical personnel in the performance of information technology tasks as follows:</p> <p><b>System Development</b></p> <p>As a lead, performs the most complex analytical and technical activities to address key service objectives and business objectives and/or goals. Duties include but are not limited to the following:</p> <ul style="list-style-type: none"> <li>Administers and enhances the Conservancy's web-based Property Data Management System (PDMS) using industry standard ASP.NET development techniques and tools with a Microsoft SQL Server database backend;</li> <li>Consults with Agency staff on PDMS data storage, presentation, management, and reporting requirements related to: Conservancy Land Bank; Projects; Property acquisition and sale; land management activities; and Citizen Reports;</li> <li>Interfaces with partner agencies to identify and define shared data collection, storage, management, and reporting opportunities and takes appropriate actions to implement appropriate technology solutions;</li> <li>Ensures identification and effective resolution of IT systems problems (e.g., design, viruses, connectivity), including its cause and effect, using various software, tools, and troubleshooting techniques;</li> </ul>
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# DUTY STATEMENT

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25%	<p><b>ESSENTIAL FUNCTIONS (CONTINUED)</b></p> <ul style="list-style-type: none"> <li>Oversees and defines Agency Active Directory policies and procedures as related to security group definitions, group policies, file structure, file access, and state of California Microsoft Exchange interfaces.</li> <li>Resolves IT systems operational problems by providing advanced technical assistance to satisfy user-centered objectives;</li> <li>Evaluates available hardware/software technology and/or product alternatives and performs cost/benefit analysis of recommended solutions to ensure cost effective and efficient IT environment;</li> <li>Implements IT systems upgrades to ensure an updated IT environment;</li> <li>Designs and/or maintains the physical network's architecture and infrastructure to provide a robust, fault tolerant, and secure IT environment for the Conservancy;</li> <li>Specifies data storage methodologies for Agency software applications and serves as Database Administrator for existing Microsoft SQL Server databases;</li> <li>Defines, develops and deploys remote tools for field data collection as related to property inspections, surveys, and forestry operations.</li> <li>Possesses significant knowledge of data processing, distributed systems architecture, data modeling, Web application design, data warehousing, relational database, workflow, and change management methodologies; and,</li> <li>Performs responsible independent, technical and analytical work in planning and developing new computer applications and enhancements in support of the Conservancy;</li> </ul> <p><b><u>Project Management</u></b></p> <ul style="list-style-type: none"> <li>Plans and/or implements procedures or methods for the completion of projects or on-going program functions to provide for efficient work unit operations;</li> <li>Oversees and acts as Project Manager for replacement of the Conservancy's timesheet and time tracking solution;</li> <li>Develops project work plans and schedules for IT infrastructure and software development projects including implementation of new, and enhancement/replacement of existing systems;</li> <li>Identifies and recommends appropriate alternatives to resolve problems or issues related to the completion of work projects/assignments (i.e., modifying schedules, adjusting deliverables and/or dates) to ensure timeliness and minimize negative impacts;</li> <li>Prioritizes and schedules the work to be completed by the project team, develops and modifies action plans, and apprises management of the status and progress of the project;</li> <li>Analyzes and evaluates the effectiveness of programs, policies or procedures (i.e., methodologies, process completion strategies) to ensure adequate system interfaces;</li> <li>Evaluates opportunities for and makes recommendations on cross-agency collaborative development and maintenance of enterprise data and technology standards to facilitate cost effective development, maintenance, and sharing of enterprise data.</li> <li>Serves as the Conservancy's Technology Recovery Coordinator. Responsible for development and maintenance of the agency's Technology Recovery Plan.</li> <li>Evaluates and tests vendor packages that may be used/considered for the Conservancy</li> <li>Coordinates with system hardware and software vendors for the possible acquisition and subsequent implementation of their products in the system; and,</li> <li>Performs integration testing after installation of acquired software packages to ensure cohesion in the IT environment.</li> </ul>

25%

### **Administration**

- Implements and monitors of security standards, procedures, and required reporting;
- Serves as liaison to CNRA IT department and participates in monthly CNRA CIO conference calls;
- Designs, tests and implements backup and recovery procedures to integrate these with the Conservancy's disaster recovery plan, and ensures necessary tasks are performed to recover production data lost due to application and/or system failure;
- Plans and executes responses to emerging IT security threats to maintain a secure environment by reviewing current impacts on the existing infrastructure.
- Determines needs for, research and evaluate options, select, and purchase IT products and services consistent with Conservancy requirements and State IT procurement standards;
- Writes scope of work for Request for Proposals (RFP), Request for Information (RFI), or Invitations for Bid (IFB) to facilitate the competitive purchase of items, or, when applicable, uses leveraged procurement agreements;
- Coordinates maintenance agreements with vendors and contractors to service computer equipment.
- Generates HTML and assists with WordPress administration in order to maintain and update the Conservancy website in coordination with staff and users;
- Conducts and facilitates meetings and workgroups to accomplish program objectives.
- Work with the fiscal staff to coordinate IT purchases
- Work with the support staff to assist with the production of policies, procedures, and reports

20%

### **Project Leader**

As a lead, the Senior ISA (Specialist) will provide the most complex analysis and technical project management for the Conservancy.

- Plans, directs and oversees the work activities of IT staff by delegating work at the appropriate level of responsibility and by effectively tracking the efficient completion of work assignments and projects;
- Evaluates the work of staff to ensure that it meets quality, quantity and timeliness standards;
- Establishes vision for IT products and services that will empower and enable Conservancy staff to work more effectively and efficiently;
- Communicates regularly with executive staff and end-users on IT project issues and status;
- Makes technical presentations using multimedia technology to management and staff (with various levels of understanding) to promote IT system design, implementation, testing, and budgeting;
- Establishes IT goals, timelines and procedures for completing required tasks; and,
- Assists in interviews with candidates for employment into the work unit.

### **KNOWLEDGE AND ABILITIES**

**Knowledge of:** Principles of public administration, organization, and management; information technology systems equipment, software, and practices; analytical techniques; technical report writing.

**Ability to:** Analyze information and situations, identify and solve problems, reason logically, and draw valid conclusions; develop effective solutions; apply creative thinking in the design of methods of processing information with information technology systems; monitor and resolve problems with information technology systems hardware, software, and processes; establish and maintain effective working relationships with others; communicate effectively.

## **DESIRABLE QUALIFICATIONS**

- Demonstrable knowledge of computers utilizing Microsoft operating systems and products;
- Ability to write comprehensively, communicate effectively with all levels of management, peers, attorneys, and external customers;
- Familiarity with and sensitivity to the priorities, missions and goals of the Conservancy and all programs;
- Motivate and influence others toward effective individual or team work performance;
- Organize and structure work for effective performance and goal attainment and the ability to set and balance priorities;
- Have a clear understanding of information technology concepts, best practices, methods, principles and the system development life cycle;
- Ability to effectively apply knowledge in planning, designing, evaluating alternative proposals, and recommending optimal solutions to conform to technology industry and Conservancy standards;
- Must show strong analytical and technical skills and motivation for evaluating business needs and developing innovative solutions;
- Must show initiative to keep technical competencies in line with industry developments;
- Establish and maintain effective working relationships with project team members, vendors and personnel from federal, other state, and local government agencies; and,
- Must be able to answer questions and explain technical information, regulations and decisions in a clear and concise manner.

## **SPECIAL PERSONAL CHARACTERISTICS**

- Ability to be open-minded and flexible to other ideas and solutions, be tactful and responsive to client needs and be able to handle complex administrative matters
- Mature judgment, loyalty, and discretion
- Dependable; responsible; positive attitude
- Ability to provide objective overview of situations
- Willingness to accept challenges, handle multiple projects simultaneously
- Demonstrate an ability to act independently, open-mindedness, flexibility, and tact
- Use diplomacy and be resourceful

## **INTERPERSONAL SKILLS**

- Ability to meet required timelines and focus on attention to details
- Ability to work well with a team or individually
- Ability to communicate effectively, listen, and to understand the needs of others
- Ability to resolve conflicts

## **WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES**

- Professional office environment, sitting in a normal seated position for extended periods
- Requires ability to effectively handle stress and meet deadlines
- Effective communication with various clients
- Daily use of phone, fax, copiers, and general office and communication equipment
- Occasional use of cell phone, and laptop computer
- Frequent use of a personal computer, related software applications and the Internet at a workstation
- Occasional off-site meetings within Sacramento and occasional out-of-town meetings within California that may require the use of various transportation modes, i.e. airplane, taxi, car, etc.
- Use of hand cart to transport documents and/or equipment up to 15-50 lbs., i.e. computers, printers, laptop computer, files, reference manuals, solicitation documents, etc.
- Conduct formal presentations with good communication skills

11. SUPERVISOR'S STATEMENT: *I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE*

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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12. EMPLOYEE'S STATEMENT: *I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT*

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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